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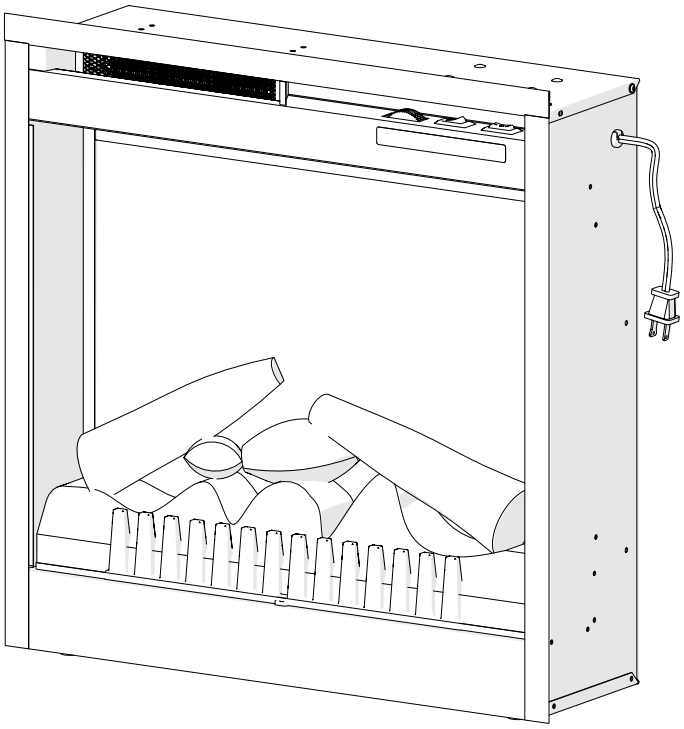

Service Manual

Model Number:
DF2000

UL Part Number
690889XXXX

IMPORTANT SAFETY INFORMATION: Always read this manual first before attempting to service this fireplace. For your safety, always comply with all warnings and safety instructions contained in this manual to prevent personal injury or property damage.

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In keeping with our policy of continuous product development, we reserve the right to make changes without notice.
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Always use a qualified technician or service agency to repair this fireplace.

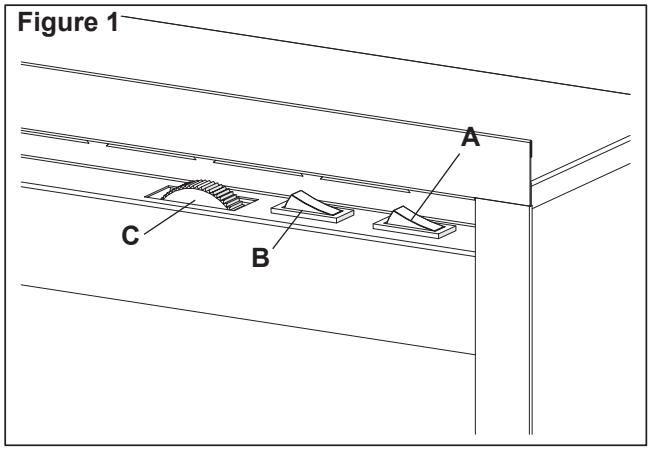
! **NOTE:** Procedures and techniques that are considered important enough to emphasize.

⚠ **CAUTION:** Procedures and techniques which, if not carefully followed, will result in damage to the equipment.

⚠ **WARNING:** Procedures and techniques which, if not carefully followed, will expose the user to the risk of fire, serious injury, or death.

OPERATION

Figure 1



The controls are located on the upper right of the fireplace. (Figure 1)

A. 3-Position Switch

The switch has two ON positions marked with " **I** " and " **II** " . The " **I** " position is for manual operation. In this position the built-in remote control is by-passed.

The " **II** " position is for operating the unit with the provided remote control.

When in the " **II** " position the unit is operated with the ON and OFF buttons of the remote control. When the switch is in the center position the unit is off.

B. Heater ON/OFF Switch

The Heater ON/OFF Switch supplies power to the heater fan and the heater element. When the switch is in the ON position the heater operates if the thermostat calls for heat.

! NOTE: The fan will continue running even when the heater is not, when the Heater Switch is in the ON position.

C. Heater Thermostat Control

To adjust the temperature to your individual requirements, turn the thermostat control clockwise all the way to turn on the heater. When the room reaches the desired temperature, turn the thermostat knob counter clockwise until you hear a click. Leave in this position to maintain the room temperature at this setting. For additional heat, turn clockwise until you hear the click again and the heater will turn on.

Resetting The Temperature Cutoff Switch

Should the heater overheat, an automatic cut out will turn the heater off and it will not come back on without being reset. It can be reset by switching the 3-Position Switch to OFF and waiting 5 minutes before switching the unit back on.

⚠ **CAUTION:** If you need to continuously reset the heater, unplug the unit and call technical support at 1-888-346-7539.

! NOTE: The heater may emit a slight, harmless odor when first used. This odor is a normal condition caused by initial heating of internal heater parts and will not occur again.

Remote Operation

The fireplace is supplied with an integrated On/Off remote control.

! NOTE: Ensure that the fireplace 3 position switch is set to the remote control setting, "**II**". To operate, push the ON button to turn fireplace on, push the OFF button to turn the fireplace off.

! NOTE: Before attempting any operation with the remote control, pull the plastic insulator strip out from between the remote casing and battery cover (Figure 5).

Remote Control Initialization/Reprogram

In the event that your remote control ceases to operate your fireplace, follow these steps to reinitialize the remote control and the remote control receiver in the fireplace:

1. Place the 3-Position Switch (Figure 1A) in the OFF ("O") position.
2. Wait a minimum of 5 seconds and then place the 3-Position Switch in the Remote Control position.
3. Within 10 seconds of changing the switch position, press the ON button located on the remote control (Figure 2). This will synchronize the remote control and the fireplace receiver.

! NOTE: You will have only 10 seconds to perform this last step. Failure to do so will result in these steps needing to be followed again.

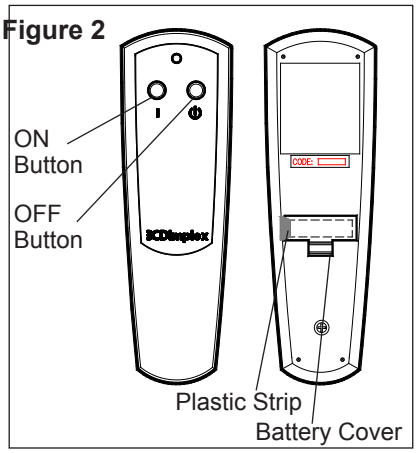
Battery Replacement

To replace the battery:

1. Slide battery cover open on the remote control (Figure 2).
2. Correctly install one 12 Volt (A23) battery in the battery holder.
3. Close the battery cover.

Battery must be recycled or disposed of properly. Check with your Local Authority or Retailer for recycling advice in your area

Figure 2



MAINTENANCE

⚠ **WARNING:** Disconnect power before attempting any maintenance or cleaning to reduce the risk of fire, electric shock or damage to persons.

Glass Cleaning

The glass is cleaned in the factory during the assembly operation. During shipment, installation, handling, etc., the front glass panel may collect dust particles; these can be removed by dusting lightly with a clean dry cloth.

To remove fingerprints or other marks, the front glass panel can be cleaned with a damp cloth. The front glass panel should be completely dried with a lint free cloth to prevent water spots. To prevent scratching, do not use abrasive cleaners or spray liquids on the clear door surface.

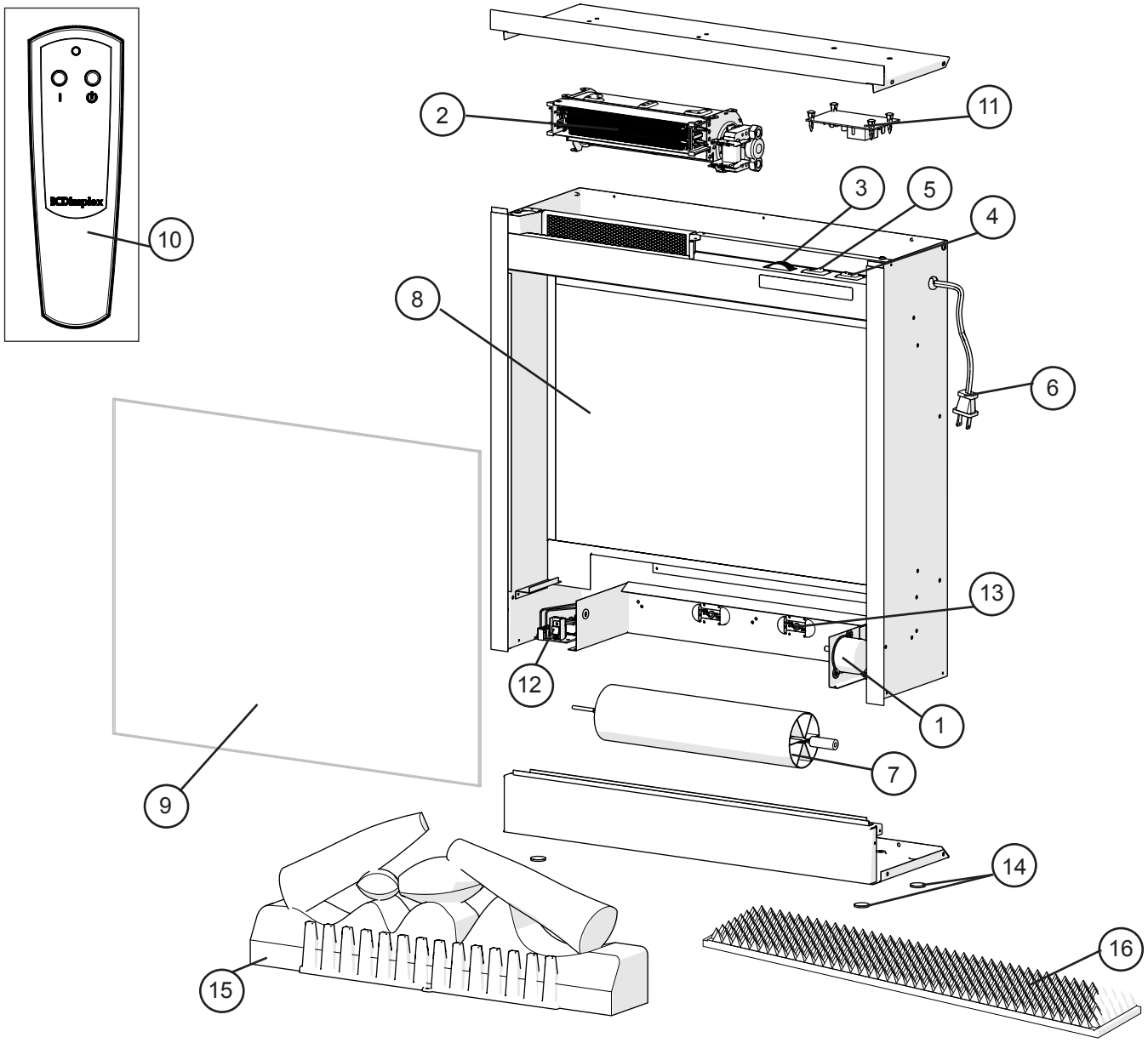
Compact Fireplace Surface Cleaning

Use warm water only to clean painted surfaces of the Compact Fireplace. Do not use abrasive cleaners.

Servicing

Except for cleaning described above, an authorized service representative should perform any other servicing.

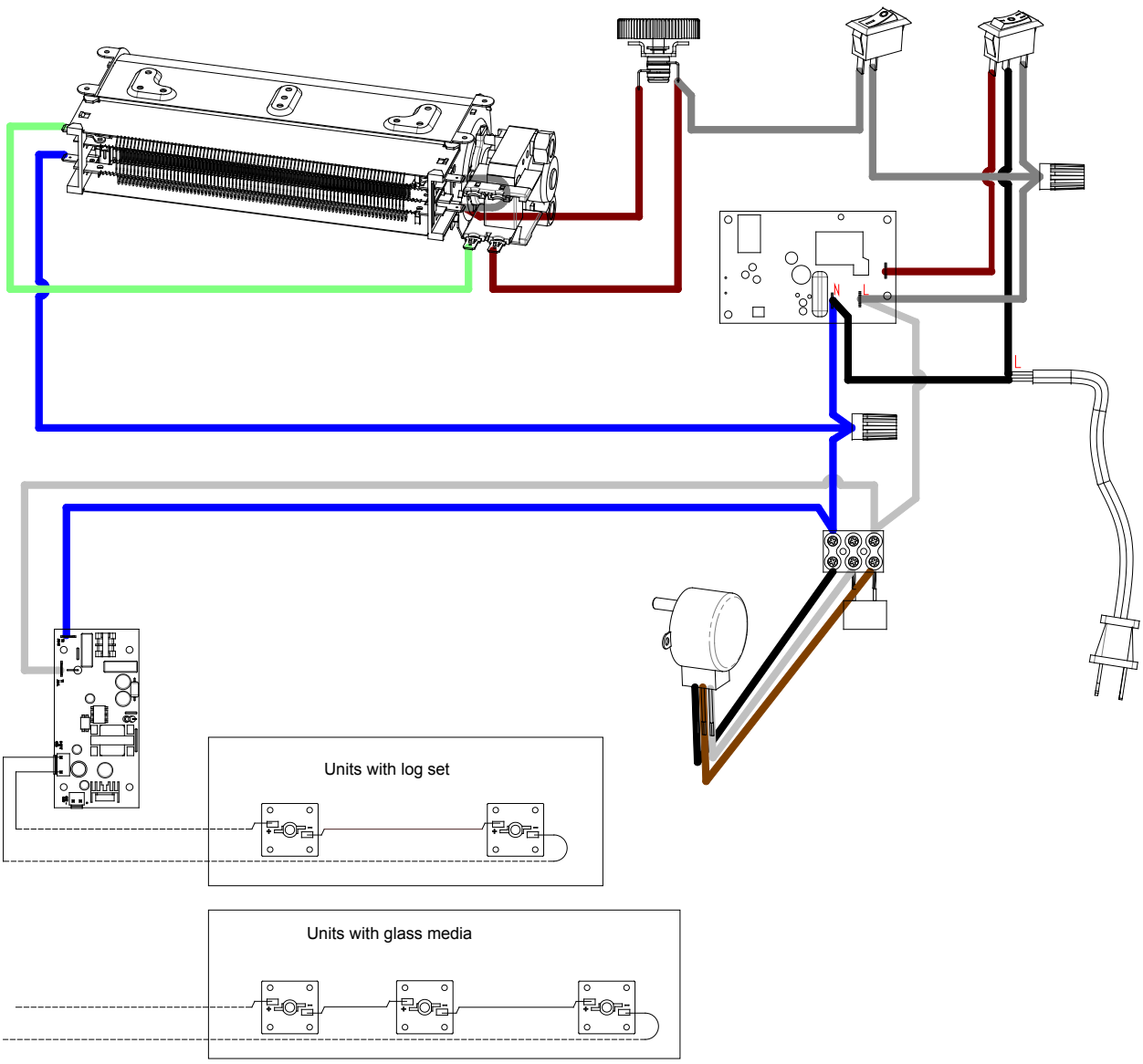
EXPLODED PARTS DIAGRAM



REPLACEMENT PARTS

1. Flicker Motor 2000220100RP
2. Heater Assembly (with Cutout) 2203610100RP
3. Thermostat with Knob 2600090100RP
4. 3 Position Switch. 2800071100RP
5. Heater On/Off Switch 2800070700RP
6. Cord Set 4100090203RP
7. Flicker Rod 5902620100RP
8. Partially Reflective Panel 5902580100RP
9. Front Glass 5902570100RP
10. Remote Control. 3000370500RP
11. Remote Control Receiver 3000380200RP
12. LED Driver Board 3001170100RP
13. LED Light Assembly
    DF2000L - 2 LED's 3001180100RP
    DF2000CR - 3 LED's 3001180200RP
14. Felt Feet Pads (Set of 4). 8600140101RP
15. Log Set Assembly (DF2000L) 0478550100RP
16. Glass Media (DF2000CR). 0441480100RP

WIRING DIAGRAM



3-POSITION SWITCH REPLACEMENT

Tools Required: Phillips Head Screwdriver
Flat Head Screwdriver

⚠ **CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights, heating elements and top panel to cool off to avoid accidental burning of skin.

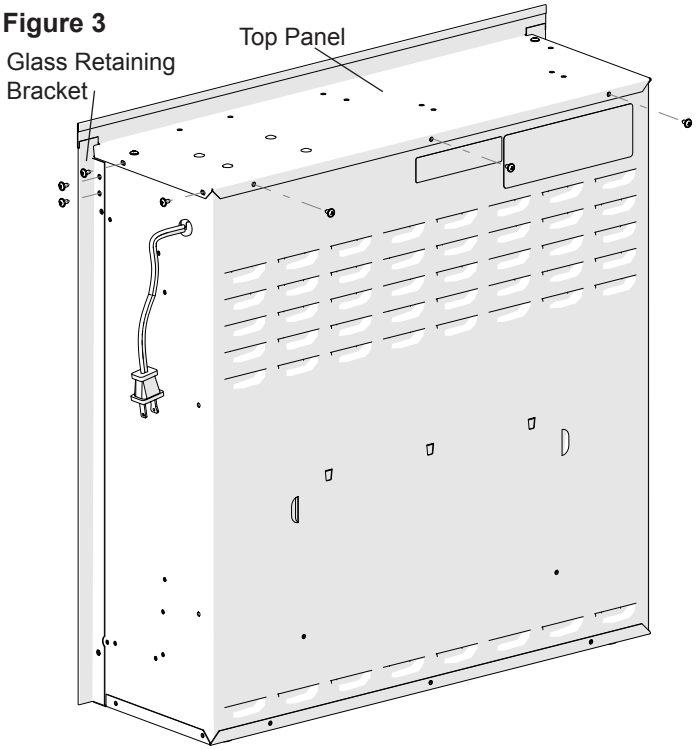
⚠ **WARNING:** Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Unplug the unit from power outlet.
2. Remove the firebox from the back of the mantel by removing the retaining screws which secure the firebox brackets to the mantel.
3. Remove the three screws along the back of the unit, the two on either side along the top edge and the two at the top of the glass retaining bracket on both sides. (Figure 3)
4. Lay the Compact Fireplace on its back.
5. Gently open the top panel, laying it on the work surface so that all of the components can easily be seen. (Figure 4)
6. Locate the Main Power switch and disconnect the wiring connections noting their original locations.

! **NOTE:** A flat head screwdriver can be used to gently pry between the end of the connector and the switch to release the wires.

7. Depress the retainer clips on the rear of the switch and push the switch out through the opening.
8. Properly orient and insert the new switch and connect all of the wiring.
9. Reassemble in the reverse order as above.

Figure 3



HEATER ON/OFF SWITCH REPLACEMENT

Tools Required: Phillips Head Screwdriver
Flat Head Screwdriver

⚠ **CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights, heating elements and top panel to cool off to avoid accidental burning of skin.

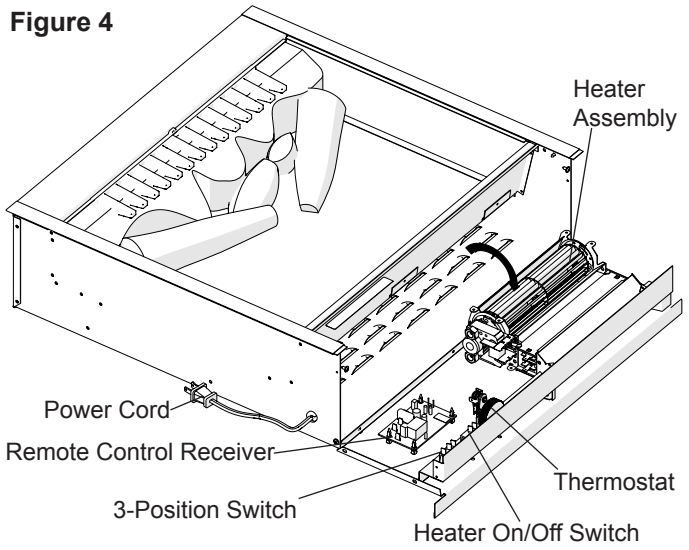
⚠ **WARNING:** Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Unplug the unit from power outlet.
2. Remove the firebox from the back of the mantel by removing the retaining screws which secure the firebox brackets to the mantel.
3. Remove the three screws along the back of the unit, the two on either side along the top edge and the two at the top of the glass retaining bracket on both sides. (Figure 3)
4. Lay the Compact Fireplace on its back.
5. Gently open the top panel, laying it on the work surface so that all of the components can easily be seen. (Figure 4)
6. Locate the Heat On/Off switch and disconnect the wiring connections noting their original locations.

! **NOTE:** A flat head screwdriver can be used to gently pry between the end of the connector and the switch to release the wires.

7. Depress the retainer clips on the rear of the switch and push the switch out through the opening.
8. Properly orient and insert the new switch and connect all of the wiring.
9. Reassemble in the reverse order as above.

Figure 4



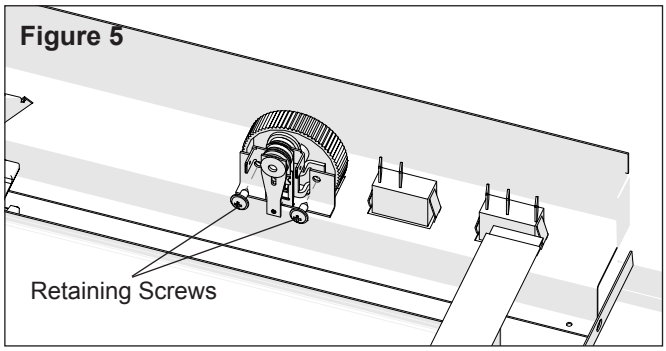


Figure 5

THERMOSTAT CONTROL REPLACEMENT

Tools Required: Phillips Head Screwdriver
Flat Head Screwdriver

⚠ **CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights, heating elements and top panel to cool off to avoid accidental burning of skin.

⚠ **WARNING:** Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Unplug the unit from power outlet.
2. Remove the firebox from the back of the mantel by removing the retaining screws which secure the firebox brackets to the mantel.
3. Remove the three screws along the back of the unit, the two on either side along the top edge and the two at the top of the glass retaining bracket on both sides. (Figure 3)
4. Lay the Compact Fireplace on its back.
5. Gently open the top panel, laying it on the work surface so that all of the components can easily be seen. (Figure 4)
6. Locate the thermostat assembly and disconnect the wiring connections noting their original locations.

! **NOTE:** A flat head screwdriver can be used to gently pry between the end of the connector and the switch to release the wires.

7. Remove the two retaining screws from the mounting flange. (Figure 5).
8. Properly orient and install the new thermostat assembly and connect all of the wiring.
9. Reassemble in the reverse order as above.

REMOTE RECEIVER REPLACEMENT

Tools Required: Phillips Head Screwdriver
Flat Head Screwdriver

⚠ **CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights, heating elements and top panel to cool off to avoid accidental burning of skin.

⚠ **WARNING:** Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Unplug the unit from power outlet.
2. Remove the firebox from the back of the mantel by removing the retaining screws which secure the firebox brackets to the mantel.
3. Remove the three screws along the back of the unit, the two on either side along the top edge and the two at the top of the glass retaining bracket on both sides. (Figure 3)
4. Lay the Compact Fireplace on its back.
5. Gently open the top panel, laying it on the work surface so that all of the components can easily be seen. (Figure 4)
6. Locate the remote control receiver and disconnect the wiring connections noting their original locations.

! **NOTE:** A flat head screwdriver can be used to gently pry between the end of the connector and the switch to release the wires.

7. Release the receiver from the top panel by using needle nose pliers to depress the tab on the mounting standoffs and gently lift the receiver off.
8. Properly orient and install the new remote control receiver and connect all of the wiring.
9. Reassemble in the reverse order as above.

HEATER ASSEMBLY REPLACEMENT

Tools Required: Phillips Head Screwdriver
Flat Head Screwdriver

⚠ **CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights, heating elements and top panel to cool off to avoid accidental burning of skin.

⚠ **WARNING:** Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Unplug the unit from power outlet.
2. Remove the firebox from the back of the mantel by removing the retaining screws which secure the firebox brackets to the mantel.
3. Remove the three screws along the back of the unit, the two on either side along the top edge and the two at the top of the glass retaining bracket on both sides. (Figure 3)
4. Lay the Compact Fireplace on its back.
5. Gently open the top panel, laying it on the work surface so that all of the components can easily be seen. (Figure 4)
6. Locate the heater assembly and disconnect the wiring connections noting their original locations.

! **NOTE:** A flat head screwdriver can be used to gently pry between the end of the connector and the switch to release the wires.

7. Remove the 4 screws that secure the top panel to the heater assembly
8. Properly orient and install the new assembly and con-

nect all of the wiring.

⚠ **WARNING:** Ensure wires do not come in contact with moving parts by securing wires in wiring tie wraps.

9. Reassemble in the reverse order as above.

POWER CORD REPLACEMENT

Tools Required: Phillips Head Screwdriver

⚠ **CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights, heating elements and top panel to cool off to avoid accidental burning of skin.

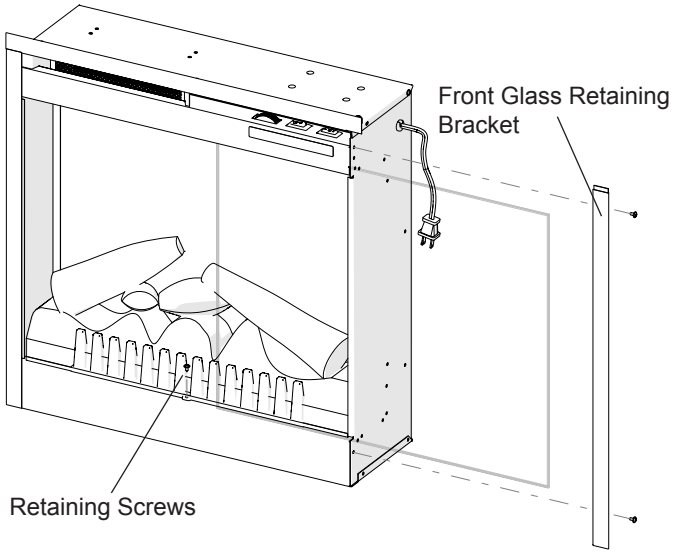
⚠ **WARNING:** Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Unplug the unit from power outlet.
2. Remove the firebox from the back of the mantel by removing the retaining screws which secure the firebox brackets to the mantel.
3. Remove the three screws along the back of the unit, the two on either side along the top edge and the two at the top of the glass retaining bracket on both sides. (Figure 3)
4. Lay the Compact Fireplace on its back.
5. Gently open the top panel, laying it on the work surface so that all of the components can easily be seen. (Figure 4)
6. Locate the power cord and disconnect the wiring connections noting their original locations.

! **NOTE:** A flat head screwdriver can be used to gently pry between the end of the connector and the switch to release the wires.

7. With needle nose pliers, grasp the power cord strain relief grommet from inside the back of the bottom panel and push while twisting to remove.
8. Install the new power cord.
9. Reassemble in the reverse order as above.

Figure 6



FLICKER MOTOR & FLICKER ROD REPLACEMENT

Tools Required: Phillips Head Screwdriver

⚠ **CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights, heating elements and top panel to cool off to avoid accidental burning of skin.

⚠ **WARNING:** Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Unplug the unit from power outlet.
2. Remove the firebox from the back of the mantel by removing the retaining screws which secure the firebox brackets to the mantel.

! **NOTE:** *Steps 3-5 are only applicable for units with logset assemblies.*

3. *Remove the two screws that secure the front glass retaining bracket to the unit. (Figure 6)*
4. *Remove the front glass and set aside in a safe place.*
5. *Remove the retaining screw in the front middle of the grate.*
6. Remove the three screws along the back of the unit and the two on either side along the bottom edge. (Figure 7)
7. Lay the Compact Fireplace on its back.
8. Gently open the bottom panel, laying it on the work surface so that all of the components can easily be seen. (Figure 8)
9. Locate the flicker motor and flicker rod.
10. Locate and disconnect the 3 motor assembly wires going to the terminal block. (Figure 8)
11. Remove the 2 motor mounting screws.
12. Separate the motor from the flicker connector and remove.

Figure 7

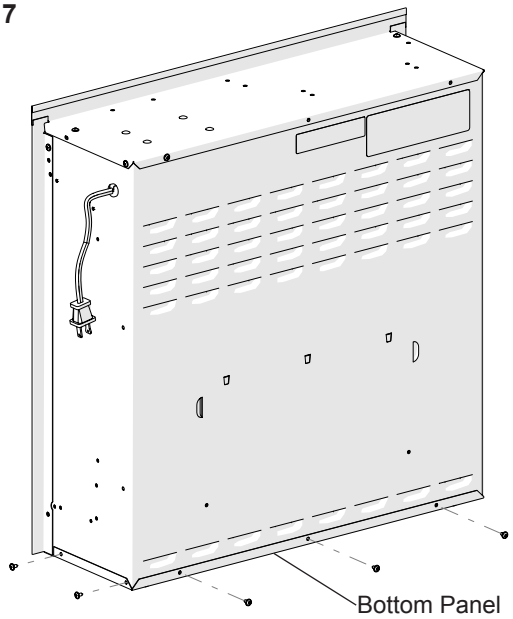
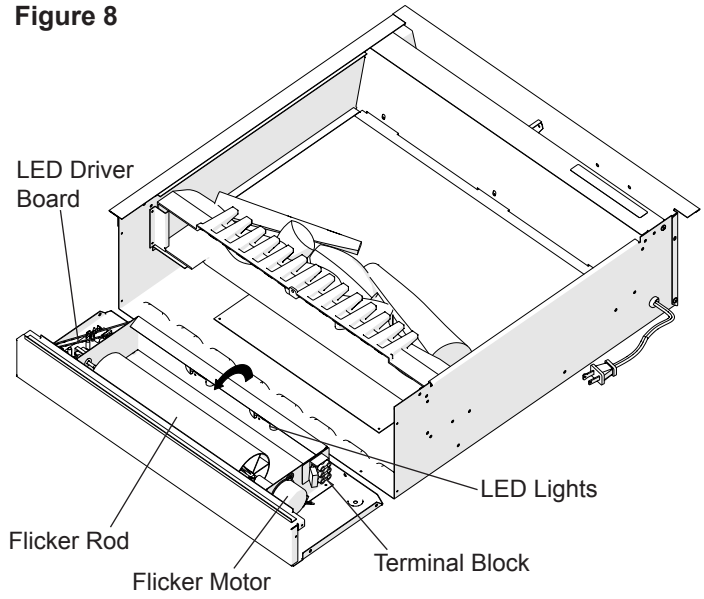


Figure 8



13. Slide the flicker rod out of the snap-in bushing and remove.
14. Reassemble in the reverse order as above.

LED DRIVER BOARD REPLACEMENT

Tools Required: Phillips Head Screwdriver

⚠ **CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights, heating elements and top panel to cool off to avoid accidental burning of skin.

⚠ **WARNING:** Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Unplug the unit from power outlet.
2. Remove the firebox from the back of the mantel by removing the retaining screws which secure the firebox brackets to the mantel.

! **NOTE:** *Steps 3-5 are only applicable for units with logset assemblies.*

3. *Remove the two screws that secure the front glass retaining bracket to the unit. (Figure 6)*
4. *Remove the front glass and set aside in a safe place.*
5. *Remove the retaining screw in the front middle of the grate.*
6. Remove the three screws along the back of the unit and the two on either side along the bottom edge. (Figure 7)
7. Lay the Compact Fireplace on its back.
8. Gently open the bottom panel, laying it on the work surface so that all of the components can easily be seen. (Figure 8)
9. Locate the LED driver board and disconnect the wiring connections noting their original locations.

! **NOTE:** A flat head screwdriver can be used to gently pry between the end of the connector and the switch to release the wires.

10. Release the driver board from the top panel by using needle nose pliers to depress the tab on the mounting standoffs and gently lift the driver board off.
11. Properly orient and install the new LED driver board and connect all of the wiring.
12. Reassemble in the reverse order as above.

LED LIGHT ASSEMBLY REPLACEMENT

Tools Required: Phillips Head Screwdriver

⚠ **CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights, heating elements and top panel to cool off to avoid accidental burning of skin.

⚠ **WARNING:** Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

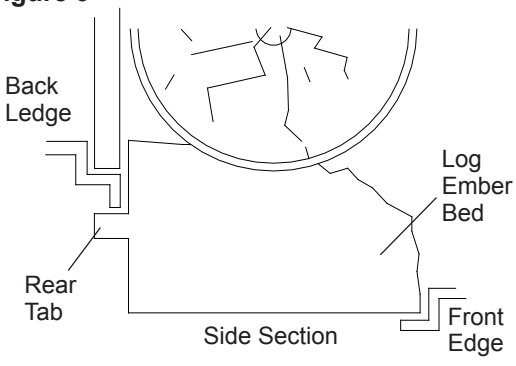
1. Unplug the unit from power outlet.
2. Remove the firebox from the back of the mantel by removing the retaining screws which secure the firebox brackets to the mantel.

! **NOTE:** *Steps 3-5 are only applicable for units with logset assemblies.*

3. *Remove the two screws that secure the front glass retaining bracket to the unit. (Figure 6)*
4. *Remove the front glass and set aside in a safe place.*
5. *Remove the retaining screw in the front middle of the grate.*
6. Remove the three screws along the back of the unit and the two on either side along the bottom edge. (Figure 7)
7. Lay the Compact Fireplace on its back.
8. Gently open the bottom panel, laying it on the work surface so that all of the components can easily be seen. (Figure 8)
9. Locate the LED lights along the back. Each light is secured with four screws and there is a light filter that is sandwiched between the light assembly and the sheet metal bracket.

! **NOTE:** New light filters are not provided with replace-

Figure 9



ment lights and will need to be reinstalled in the original locations.

10. Disconnect the wiring connections noting their original location.
11. Properly orient and install the new LED lights and connect all of the wiring.
12. Reassemble in the reverse order as above.

LOG SET ASSEMBLY REPLACEMENT

Tools Required: Phillips Head Screwdriver

⚠ **CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights, heating elements and top panel to cool off to avoid accidental burning of skin.

⚠ **WARNING:** Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Unplug the unit from power outlet.
2. Remove the firebox from the back of the mantel by removing the retaining screws which secure the firebox brackets to the mantel.
3. Remove the two screws that secure the front glass retaining bracket to the unit. (Figure 6)
4. Remove the front glass and set aside in a safe place.
5. Remove the retaining screw in the front middle of the grate.
6. Pull the front edge of the plastic Ember Bed or plastic grate up and forward until the rear tab releases from the ledge located at the bottom of the Partially Reflective Panel. (Figure 9)

! **IMPORTANT:** Only handle the Log Set by the Ember Bed.

! **NOTE:** Log Set fits tightly into firebox, some force may be necessary to remove.

7. Reassemble in the reverse order as above.

GLASS MEDIA ASSEMBLY AND PARTIALLY REFLECTIVE PANEL REPLACEMENT

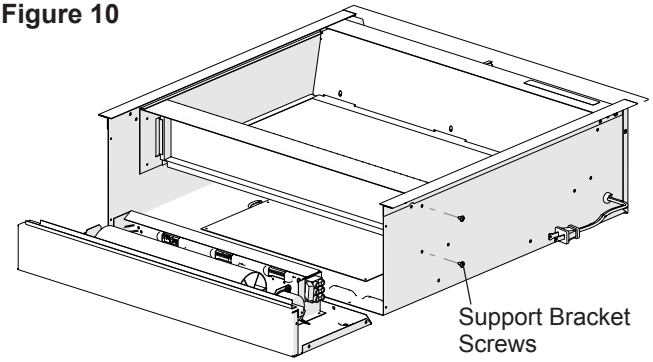
Tools Required: Phillips Head Screwdriver

⚠ **CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights, heating elements and top panel to cool off to avoid accidental burning of skin.

⚠ **WARNING:** Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Unplug the unit from power outlet.
2. Remove the firebox from the back of the mantel by removing the retaining screws which secure the firebox brackets to the mantel.
3. Remove the three screws along the back of the unit and the two on either side along the bottom edge. (Figure 7)
4. Lay the Compact Fireplace on its back.
5. Gently open the bottom panel, laying it on the work surface so that all of the components can easily be seen. (Figure 8)
6. Remove the two screws on each side that secure the glass media support brackets to the firebox. (Figure 10)
7. Remove the glass media and the support bracket.
8. If required remove the partially reflective panel by sliding it out of the side channels towards the bottom.
9. Reassemble in the reverse order as above.

Figure 10



TROUBLESHOOTING GUIDE

PROBLEM	CAUSE	SOLUTION
General		
Circuit breaker trips or fuse blows when unit is turned on	Short in unit wiring.	Trace wiring in unit.
	Improper circuit current rating	Additional appliances may exceed the current rating of the circuit breaker or fuse. Plug unit into another outlet or install unit on a dedicated 15 amp circuit.
Unit turns on or off by itself	Remote control has a similar frequency to other remotes in the area.	The remote control and the remote control receiver needs to be replaced. Reinitialize the remote control to the remote control receiver after installation.
	Radio frequency disturbance from outside sources.	
	Defective Remote Control Receiver	
Lights dim in room while the unit is on	Unit is drawing close to circuit current rating	Move the unit to another outlet or install unit on a dedicated 15 amp circuit
Power cord gets warm	Normal Operation	The power cord may get slightly warm to the touch when the heater is on
	Defective power cord	Replace power cord if cord gets hot to the touch.
Appearance		
Fireplace does not turn on Manually	Improper operation	Refer to Operation Section
	No incoming voltage from the electrical wall socket	Check Fuse/Breaker Panel
	Loose wiring	Check wiring connections
	Defective 3 Position Switch	Replace 3 Position switch
	Defective Remote Control Receiver	The remote control and the remote control receiver needs to be replaced. Reinitialize the remote control to the remote control receiver after installation.
Fireplace does not turn on with the Remote Control	Improper operation	Refer to Operation Section
	Remote control not initialized to fireplace	Initialize the remote control
	The batteries in the remote control are dead.	Install new battery into the remote control Reinitalize remote if necessary
	Defective 3 Position Switch	Replace 3 Position switch
	Defective remote control	Replace Remote Control and Remote Control Receiver, reinitialize
Flame Frozen	Loose wiring	Check wiring connections
	Defective Flicker Motor	Replace Flicker Motor
Flame is not visible	Loose wiring	Check wiring connections
	LED light assembly is not working	Replace LED light assembly
	LED driver board is not working	Replace LED driver board
Flame Shudder	Defective Flicker Motor	Replace Flicker Motor
Light leaking around the log set	Log set not positioned properly	Check log set for proper fit

PROBLEM	CAUSE	SOLUTION
Heater		
Heater is not turning off	Improper operation	Refer to Operation Section
	Defective Heater On/Off Switch	Replace Heater On/Off Switch
	Defective Thermostat	Replace Thermostat
	Defective Remote Control Receiver	The remote control and the remote control receiver needs to be replaced. Reinitialize the remote control to the remote control receiver after installation.
Heater is not turning on, but flame effect is still functioning	Improper operation	Refer to Operation Section
	Loose wiring	Trace wiring in unit
	Defective Heater On/Off Switch	Replace Heater On/Off Switch
	Defective Heater Assembly	Replace Heater Assembly
Heater is turning off after a couple of minutes of operation	Build up of dirt/dust in Heater Assembly	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.
	Defective Heater Assembly	Replace Heater Assembly
Heater emits an odor	Normal Operation	Normal operation is when the heater emits an odor for a brief period after the heater is initially turned on. The heater is burning off any dust accumulated during manufacturing or operation.
	Defective Heater Assembly	Replace Heater Assembly
Heater fan turns on but heater lacks heat	Improper operation	Refer to Operation Section
	Defective heater assembly	Replace heater assembly
Heating element is glowing red	Normal Operation	Small glowing sections of the element are considered normal.
	Defective heater assembly	If larger glowing sections are causing the heater to trip the thermal cutout, unplug unit, discontinue use and replace heater assembly.
Heater fan runs continuously	Normal Operation	Small glowing sections of the element are considered normal.
	Defective Heater On/Off Switch	Replace Heater On/Off Switch
Noise		
Excessive noise with the heater on	Dirty Heater Assembly	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.
	Defective Heater Assembly	Replace Heater Assembly
Grinding or excessive noise with the heater off	Flicker rod hitting or rubbing against internal components	Ensure rod is straight and mounted properly in the bracket, spinning freely away from other components. Replace if necessary.
	Defective Flicker Motor	Replace Flicker Motor